

## Questions, Answers and Comments

**Editors Note:** For everyone who takes the time to write and give us constructive, useful comments and ideas, thank you. We truly appreciate your feedback. ☺ Once in a great while, we receive comments from people who are genuinely upset about something. Sometimes they are so upset that they write to us without identifying themselves. Since we feel it's important to address all comments, here is one unsigned e-mail in its entirety, with our responses in red.

*I think the charge for condiments are a joke, and don't appreciate the extra charge for salad dressing on my "to go" salad – Condiments are generally defined as items such as mustard, ketchup, relish, onions and mayonnaise, all of which are free in the Café. Other "side items" (such as salsa) and salad dressings on the salad bar are sold by weight at \$.35/oz, \$5.60/#. We have charged the same price for these items since the Café opened 13 months ago and the written prices have always been posted. We are truly sorry if you find these prices a surprise.*

*The prices compared to an outside vendor are outrageous. We must assume you mean the salad bar, as it was the starting point of your concerns. The "olive bar" at Fry's is \$7.99/#; the "to go" combo at Sweet Tomatoes is \$8.36; our maximum on the Two Waters Café salad bar is \$7.99, plus tax. It would appear that our prices are quite similar to, if not better than, local competition. And, you don't have to drive anywhere to get it.*

*I don't know about you, but I'm getting tired of getting ripped off from ARAMARK (here at the) Two Waters location. I have been to SCC, and Scottsdale Osborn (hospital) ARAMARK locations and I have noticed a difference. You are right. There are inherent differences between the operations you have visited, mainly because they are operated by different ARAMARK divisions – SCC is operated by Colleges and Universities Division – and Scottsdale Osborn by its Healthcare Division. Our Café is operated by the Business and Industry Division. All three have the same company behind them, but slightly different menus and service nuances. The biggest difference is that prices here at Two Waters are set by SRPMIC, not ARAMARK, and are driven, in part, by the costs associated with operating the Cafeteria. We believe our prices are not only fair and reasonable, but in most cases, a real bargain compared to outside restaurants – especially considering the convenience of not having to drive anywhere.*

*Let's see how honest you are, and see if you show this feedback form to the public. I'm not the only one who thinks the prices are ridiculous here at the cafeteria. Based on the survey we took last July after the Café opened, 80% of Café customers indicated they were satisfied to very happy with the "value" offered by dining in the Café. Of the hundreds of comments we have received over the past year (including this one), less than 1% are in reference to pricing.*

*And we are also aware of the extra charges you guys sneak on us too. Since you did not leave your name or contact information, we cannot check with you for clarification on what you believe to be "extra charges." We can say that we do not knowingly "sneak extra charges" on anybody. But, mistakes do happen.*

*I suggest you make some serious changes soon. You might not get the respect of certain customers who come over to spend their hard-earned money there. We are not going to take it anymore. Thanks for taking the time to write us with your feedback. We do hope you have found this information helpful.*

**Lately I've noticed the pasta in the soups is overcooked and although I would like to try it, the appearance looks mushy which causes me to pass on the soup.** Thanks for letting us know. We'll take a do-better slip. The pasta is usually added to the soups "as needed" to avoid this very issue.

**The hand-made tortillas you served are good overall and I would try them again.** Thanks, we are making them from scratch and will be offering them regularly again very soon.

**The outdoor BBQs were fun and different....thanks!** Glad you liked them. We'll offer periodically as weather permits.

**...some of the workers need to take classes on how to be friendly.** The Café staff receives regular training on customer service. It's called "FRESH" training, and is an ongoing part of ARAMARK employee instruction.

**Thanks for sending out the pictures and "menu alert" e-mails...they really get me hungry...** Trying to keep people informed without loading up e-mail "In Boxes". We received several "thank yous" for these. (To sign up for Cafeteria E-Mail News, send an e-mail to [paul.johnston@srpmic-nsn.gov](mailto:paul.johnston@srpmic-nsn.gov) and write "Add me to the list" in the subject line. You'll get a \$2.00 coupon for signing up).

## Kudos & Clouts (Customer Comments, Good & Bad)

- Split pea soup was phenomenal!
- Serving the fresh tortillas shows you are really trying to please the customers...
- The Kung Pow chicken was terrible...too salty
- The hand-made burros (on Cinco de Mayo) were very tasty. Thanks...
- Looking forward to winning the Digital TV in the "Name the Café Contest" (entries due May 28<sup>th</sup>)
- They charged me for six lemons I put in my soup (yes, we do charge for lemons)
- Hand-rolled tamales...mmmmmmmmmm!
- What happened to the Dinosaur ribs? (Our supplier increased the price significantly. We're working on it).
- I really like the new Chompie's Bagel selection
- Can we get some Jasmine Rice? (Sure. We'll add it to an Eastern entrée soon).

## To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC Connections intranet home page. At the bottom of the right column, click on the link that says "Two Waters Cafeteria". On the next page, click on "Two Waters Cafeteria." On the next page, click on "Feedback." Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 12, May 26, 2010)

